

Dear Neighbors

Thank you for your input during our August Town Hall meeting. The Board heard the direction the membership wanted us to take related to our trials and tribulations with garbage collection. The HOA will contract directly for trash collection and include that cost in the annual assessment. Beginning **Friday, October 2**, Best Trash will commence trash collection service for Parklake Village.

We have negotiated a \$21.95/month per household rate. We will pay Best Trash on an annual basis. Best Trash collects garbage twice each week, on Tuesday and Friday. Household garbage will be collected at the garage door area, trash must be accessible and visible. Best Trash will provide curbside collection service for the collection of recyclable materials on Fridays. Prior to beginning service, Best Trash will provide residents with an initial 65 gallon recycling cart. Any lost or stolen carts will be replaced for \$65.00 each.

Collection of refuse will not start before 7:00 a.m. or continue after 6:00 p.m. Exceptions can occur due to unusual circumstances. If the scheduled collection day falls on any of the following holidays, the normal service will be resumed the following scheduled pick up day. Holidays are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

As part of the recycle cart delivery, Best Trash will provide a "Welcome" communication that further describes their services.

The following notice was sent to our current vendor, WCA. **Since the HOA does not have a direct contractual relationship with WCA, each neighbor should notify WCA and request cancellation of service as well as a refund for any unused pre-paid service.**

If you have any questions, please let Crest Management or me know. I know that we are all looking forward to a more consistent service delivery from Best Trash. Additionally, the trash collection from the garage rather than the curb is a significant visual improvement from the current service.

Jay Wheeler, PLV HOA President

---

---

Dear WCA:

The Board of the Parklake Village HOA has contracted with another trash collection service to provide weekly collection of our refuse. The service starts on October 1<sup>st</sup>, 2015. The last collection our neighbors will expect from WCA is Tuesday, September 29<sup>th</sup>, 2015. While the HOA does not have a contract for service with WCA, as a courtesy, we felt it appropriate to inform you of our decision.

It has been a common complaint from our membership in the last year that the service provided by WCA was substandard. Many collections were either days-late or missed entirely resulting in rubbish blown around the neighborhood. Attempts to contact WCA have either gone unanswered or ignored. It was time for a change.

The Board expects our neighbors will request a refund of any unused fees. And, we would expect you to favorably support their request with a timely issuance of a refund check.

Sincerely

Jay Wheeler

President

Parklake Village Home Owners Association, Inc.